

Jeff Heinrich

Summary:

Business professional with experience in project management, general management and leadership of technical teams within the telecommunication industry. Experienced in cable, telephone, internet and networking uplinks. Results-oriented, customer focused with skills in manpower utilization, financial management and cost reduction. Ability to coordinate activities of internal and external work teams to meet project objectives and meet customer needs. A strong leader, communicator and team player.

Experience

2003-Present T6 Broadband Belvidere, IL

Technical Manager

- Oversee and maintain towers and outside network. We have added 67 towers/repeater locations and now have 73 locations
- Direct installation and outside network technicians
- Helped implement and install routers and OSPF to entire network for complete redundancy

1997-2003 AT&T BROADBAND Arlington Heights, Illinois

Construction Manager

- Responsible to oversee engineering, design and construction for cable plant and internal wiring for commercial and residential multi-dwelling units (MDU's) in northwest Chicago market.
- Directed a \$1.6 million operating budget, supervised seven staff and numerous outside contractors.
- Effectively worked with staff, architects, engineers, general contractors, sub-contractors and complex management teams to achieve desired construction/project objectives.
- Recruited and selected sub-contractors and instrumental in standardizing pricing with contractors.
- Worked with sales group to provide cost information and worked with customer to obtain contracts. Also cross-sold multiple services including cable and telephone equipment upgrades.
- Reduced construction costs by 30% and built first telephone-ready MDU's in the company..

1978-1997 TCI Cablevision of Ohio, Inc Middletown, Ohio

General Manager (1990-1997)

- Directed all aspects of Cable company operations which included 80,000 subscribers, 668 miles of cable plant, 84 employees and a \$7 million

budget. Handled business development and customer service initiatives.

- Negotiated contracts with Villages and Cities to expand service.
- Directed a 24-hour Call Center operation.
- Handled all aspects of material management to include purchasing and inventory control.
- Achieved significant customer growth and second highest cash flow in the state.
- Successfully renewed every franchise in the operation.

Chief Technician (1984-1990)

- Managed all Technicians and plant operations. Introduced operations first preventative maintenance program and
- instituted Signal leakage tracking and sweep logs.
- Installation Supervisor (1982-1984) Installation/Service Technician (1978-1982)

Education/Training

Southern Ohio College, Fairfield, Ohio, Business Classes

National Cable Television Institute - Standard Installation, Service and Plant Maintenance

Public and Government Affairs

Leading the Broadband Way

Electronic Technology - United States Marine Corps

Numerous technical and management courses

Interests

Computers, Golf and Sporting Events

Resume for

Wes Hegge
11029 Centennial Dr.
Roscoe, IL 61073
p: 815-986-8375
e: whegge@gmail.com

Objective

Desire a challenging Senior Level Technical position that would allow me to use my technical and problem solving skills to develop and maintain Linux/Unix based solutions. The ideal job would encourage my natural self-starting, leadership, and analytic abilities by providing an intelligent, enjoyable and goal-oriented environment working with today's leading technologies.

Work History

T6Broadband

Dates Employed	Job Title
12/2006 - Present	Manager Network/Customer Support and PC Support
	<p>T6Broadband is a Wireless Internet company serving 5 counties. I am responsible for managing the Customer Support and Network Support departments. I also help over see the PC Support group.</p> <p>Customer Support deals with 100+ support phone calls for more than 3000 subscribers. Currently, there are 3 employees in the Customer Support department.</p> <p>Network Support deals with over 70 towers located through out the Northern Illinois and Southern Wisconsin area. The network back bone is redundant with OSPF routing protocol and three DS3 Internet connections, located at 2 different geographical locations. Currently, there are 3 employees, including myself, in this department.</p> <p>PC Support group is responsible for support of all our subscribers home computers. The subscriber can sign up for a monthly support plan. This support plan gives them unlimited telephone and onsite support for their PC's. Currently, there are 3 employees in this department.</p>

SignalBlast.Com, Inc., Rockford, IL

Dates Employed	Job Title
12/2001 - 12/2006	Senior Network Administrator
	<p>SignalBlast.com Inc. is a Wireless Internet company serving 6 rural communities of which I am the only employee responsible for the following aspects: network design, system administration, customer service, technical support, web design and programming, DBA, installer of client equipment, purchasing, sales and any other service required.</p> <p>Work Experience:</p>

Dates Employed	Job Title
	<ul style="list-style-type: none"> Created the network from the ground up including: <ul style="list-style-type: none"> Linux routers, Debian based. Linux firewall, IPCop and iptables. Apache servers, Debian based with MySQL databases. Qmail servers, Debian based and using the Qmailrocks program packages and installation scripts, including ClamAV and SpamAssassin. Wireless access points, Pebble Linux distribution. SNMP monitoring, MRTG and Nagios. Bandwidth usage monitoring, Bandwidthd, Smokeping and Netflows. Load balancing of multiple providers using Radware Linkproof appliance. Designed and wrote client tracking program in PHP and MySQL.

Kable News Company, Inc., Mt. Morris, IL

Dates Employed	Job Title
7/1998 - 12/2001	PC Support Manager
	<p>Promotion.</p> <p>Department had 4 employees including myself and no manager, when I was promoted. When I left the company there were 6 employees plus myself.</p> <p>Managed PC Support Department for 2 locations: Corporate Data Center, Mt. Morris, IL; Corporate Headquarters, New York, NY.</p> <p>Responsible for all PC desktops, Intel based servers, corporate network, corporate web site, client web site interfaces, corporate and client access to IBM mainframe.</p> <p>Work Experience:</p> <ul style="list-style-type: none"> Created corporate WAN that included sites in NY, OH, IL and CA. Helped design and implement client web sites interfaces. Installed and configured IBM DB2 database on Red Hat for client web sites interfaces. Connected IBM DB2 database to EMC data storage unit.
7/1997 - 7/1998	Network Administrator
	<p>Department had 2 Novell Netware 4.11 servers and no web presence when I started. Only communication between corporate sites was for mainframe access. When I left department was responsible for 5 Novell Netware 5.1 servers in 2 cities; Microsoft Windows 2000 server running IIS 5 for web sites; IBM DB2 server running on Red Hat.</p> <p>Responsible for all Intel based servers, local network, client access to IBM mainframe and user support.</p> <p>Work Experience:</p> <ul style="list-style-type: none"> Helped design and implement MAN network for 6 buildings in 2 cities. Redesigned local network TCP/IP scheme. Local network was directly on Internet. Project manager for implementing Cisco PIX firewall to separate local network from Internet. Configured and installed Cisco PIX firewall.

DCI, Inc., Chicago, IL

1/1997 - 7/1997	Novell Administrator - Consultant
	Novell administrator for Abbott Labs in Libertyville, IL. Responsible for 3 department Novell Servers, HP Jetdirect Print Servers and level 2 technical support.

Interserve Computer Group, Rockford, IL

9/1990 - 1/1997	On-site technician
	On-site technician for local computer store. Work Experiences: <ul style="list-style-type: none"> ● Installed network cables: COAX, Thicknet, Twisted Pair and Token Ring. ● Installed all types of network equipment: hubs, switches, modems and network cards. ● Installed and fixed Novell Servers from version 2.15 to 4.11. ● Installed and configured many different type of printing systems: HP Jetdirect, Novell Print Servers and Buffalo Printing Systems. ● Built and fixed PC Systems. ● Installed and fixed PC based operating systems from DOS 3.1 to Windows 95.

Sundstrand Corporation, Rockford, IL

1/1988 - 9/1990	PC Technician
	Part time PC technician while in college.
9/1987 - 1/1988	Fortran Programmer
	Internship. Programming in Fortran on Digital VAX mini-computer.

Education / Certification

Dates Attended	School	Degree
8/1986 - 6/1989	Rockford College	Some College Coursework Completed
8/1982 - 6/1986	East High School	High School or equivalent
12/2000	Novell 5.1 Certified Engineer	Certification